

**AREA MANAGEMENT EVALUATION****AREA PROCEDURES AND LOCAL ORDERS**

CHP 453B (Rev. 8-07) OPI 009

AREA Truckee	DIVISION Valley	NUMBER 9222
EVALUATED BY Sergeant. Steve Bryan, # 10527		DATE 10/21/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input type="checkbox"/> Formal Evaluation <input checked="" type="checkbox"/> Informal Evaluation		SUSPENSE DATE	
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		COMMANDER'S REVIEW 	DATE 11-20-08
<input type="checkbox"/> Correction Report BY _____			

**1. AREA STANDARD OPERATING PROCEDURES (SOP)**

EVALUATED Yes	ACTION REQUIRED Yes	CORRECTED Yes
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a. Does SOP contain only local procedures essential to Area? ☒ Yes ☐ No

b. Conflicts between Division SOP and Area SOP? ☐ Yes ☒ No

c. SOP available for review? ☒ Yes ☐ No

(1) Is it current? ☐ Yes ☒ No

(2) Are orders necessary? ☒ Yes ☐ No

(3) Does SOP provide reference to, yet avoid duplication of departmental policy? ☒ Yes ☐ No

(4) Conflict between SOP and departmental policy? ☐ Yes ☒ No

(5) Orders clear and concise? ☒ Yes ☐ No

(6) Is table of contents current/effective? ☐ Yes ☒ No

(7) Logical division of material? ☒ Yes ☐ No

(8) What system is used to assure each Area employee has read SOP? Each new officer is required to review the SOP within the first week of their assignment to the area and on a biannual basis.

(9) Effective numbering and index system? ☒ Yes ☐ No

(10) Position descriptions utilized in place of individual names? ☐ Yes ☒ No

(11) How are SOPs distributed? It is available as a "read only" on the public drive of the Area LAN system.

(a) Are they readily available? ☒ Yes ☐ No

(12) Who is responsible for review/revision? Commander

(13) How often is SOP reviewed/updated? As necessary.

(a) Is a suspense system in place? ☒ Yes ☐ No

**AREA MANAGEMENT EVALUATION****AREA PROCEDURES AND LOCAL ORDERS**

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**2. LOCAL DIRECTIVES**

EVALUATED

Yes

ACTION REQUIRED

No

CORRECTED

- a. Other methods utilized by commander to provide written instructions to Area personnel? Briefing Items, training day.

**3. LIMITED DUTY ASSIGNMENTS**

EVALUATED

Yes

ACTION REQUIRED

No

CORRECTED

- a. Are commander and staff aware of contents of HPM 10.7, Injury and Illness Case Management Manual, Chapter 8, relating to limited duty?

☒ Yes☐ No

- b. What types of duties are assigned to those on limited duty? Telephone duty, filing, accident review, updating of manuals and other non enforcement duties which are permitted by the employees doctor.

- c. How many employees are currently on limited duty status? None

**4. OTHER PROCEDURES**

EVALUATED

Yes

ACTION REQUIRED

No

CORRECTED

- a. What methods does Area use to report highway defects? Direct notification to the appropriate authority, ie; Caltrans, City and County Road Dept's, TMCC, ENTAC and HEWAB. Code 20 to all news media.

- b. Are Area personnel aware of procedures in HPM 10.4, Citizens' Complaint Investigations Manual?

☒ Yes☐ No

- (1) What procedure is followed for receiving citizen's complaints? The complaining party is provided a CHP 240 package and instructed on its completion and return. The complaint log is completed with the complainant's name and assigned investigator.

- (2) Is there a system to identify complaint-generating behavior?

☒ Yes☐ No

- (3) Are complaints classified properly?

☒ Yes☐ No

- (4) What are the most common errors in complaint investigations? Errors are minimal as are the number of complaints generated by area personnel.

- c. What procedure is in place to handle traffic complaints? Received traffic complaints are documented and routed through a supervisor.

The supervisor then assigns the detail to the appropriate beat officer during daily briefings on multiple shifts and days. The beat officer returns the document to the supervisor with any enforcement action and other pertinent details. The complainant is contacted by the beat officer to verify the information contained in the traffic complaint.

- d. How are employee absences reported/verified? Reported by telephone or in person. Verified by the employees word. If suspicions of abuse arise, steps are in place for a supervisor to visit the employee's home.

- e. Is there a central listing of employees with approved secondary employment requests?

☐ Yes☒ No

- (1) Are supervisors aware of regulations in HPM 10.3, Personnel Transactions Manual, Chapter 14?

☒ Yes☐ No

- f. How are cameras assigned? By vehicle and in each supervisor's vehicle.

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(1) What type(s) of cameras are used? Both 35 mm and digital. The supervisors also have a digital camcorder.

(2) Are photos in file of good quality?

☒ Yes ☐ No

g. Who is responsible for ambulance/tow truck inspections? The Area Tow Officer, Holt # 14702.

(1) Are inspections up-to-date?

☒ Yes ☐ No

(2) Is the responsible employee knowledgeable of applicable policies and regulations?

☒ Yes ☐ No

(3) Are random inspections conducted?

☒ Yes ☐ No

(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?

☒ Yes ☐ No

(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service? By the Tow Officer to the PSDS I and Shift supervisors. The Tow Officer prepares a briefing item and also

writes a note on the message board in the Communications Center and in the Briefing room. The information is briefed to all officers and dispatchers during their daily briefings.

h. Is there security for Area personnel rosters?

☒ Yes ☐ No

(1) What is Area policy regarding the release of personal telephone numbers and addresses? Personal information is not released.

(2) Who regularly receives Area rosters? All uniformed and non-uniformed personnel assigned to the area.

i. Has the Area established proper employer/employee relations?

☒ Yes ☐ No

(1) Does commander show a personal interest in dealing with employee representatives?

☒ Yes ☐ No

(2) Is there a bulletin board for employee association items?

☒ Yes ☐ No

j. Are damaged uniform articles inspected and repaired/replaced?

☒ Yes ☐ No

(1) Who coordinates inspection and/or disposal of unserviceable items? The Area Training Officer, Holt #14702 and supervisors of the area.

(2) If appropriate, are damages collected?

☒ Yes ☐ No

k. Are vacation slots consistent with Area operational needs?

☒ Yes ☐ No

l. Is the squad club in compliance with departmental policy and other mandated requirements concerning records and accountability?

☒ Yes ☐ No

m. Is there a system in place to ensure accountability for directives?

☒ Yes ☐ No

(1) How are employees returning from extended absences provided updated information from directives? Important items in the briefing book have the employee's ID numbers on the briefing item pages. Once the employee receive the information, a check is placed next to their ID number. An employee returning from an extended absence can peruse the items that he or she has not received and verify receipt by initialing next to their ID number.

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n. Who is responsible for the review of reports submitted by field officers? Supervisors review all arrest reports and fatal traffic collision investigations. The A/I review officer reviews all collision reports.

(1) Are supervisors made aware of superior or deficient reports? ☒ Yes ☐ No

(a) How is this accomplished? Documentation from the A/I review officer on the CHP553. Supervisors review all arrest reports and other forms submitted to the area activity box.

o. Does Area have written guidelines for overtime usage and control? ☒ Yes ☐ No

(1) Are these controls effective? ☒ Yes ☐ No

(2) Do overtime provisions comply with collective bargaining unit agreements? ☒ Yes ☐ No

(3) Are CHP 415s, Daily Field Record, complete and accurate? ☒ Yes ☐ No

(4) Who may authorize overtime? Commander, Supervisors, Officers in Charge.

(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner? ☒ Yes ☐ No

(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record? ☒ Yes ☐ No

(7) Who maintains court and subpoena logs? The subpoena clerk, Court Officer and the court clerk.

(8) Are local controls sufficient to properly manage overtime? ☒ Yes ☐ No

(a) Is CTO held within proper limits? ☒ Yes ☐ No

(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record? ☒ Yes ☐ No

(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature? ☒ Yes ☐ No

(d) Is the MAR signed by the commander? ☒ Yes ☐ No

**AREA MANAGEMENT EVALUATION****AREA PROCEDURES AND LOCAL ORDERS**

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AREA 265	DIVISION Valley	NUMBER
EVALUATED BY Officer R. Iniguez #15604		DATE 08/29/2008

**INSTRUCTIONS:** Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input type="checkbox"/> Formal Evaluation <input checked="" type="checkbox"/> Informal Evaluation		SUSPENSE DATE	
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		COMMANDER'S REVIEW <i>JE Dine</i>	DATE 9/10/08
<input type="checkbox"/> Correction Report BY _____			

**1. AREA STANDARD OPERATING PROCEDURES (SOP)**

EVALUATED X	ACTION REQUIRED	CORRECTED
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- |  |   |
|--|---|
| a. Does SOP contain only local procedures essential to Area?   | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| b. Conflicts between Division SOP and Area SOP?  | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| c. SOP available for review?   | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (1) Is it current?   | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (2) Are orders necessary?  | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (3) Does SOP provide reference to, yet avoid duplication of departmental policy?   | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (4) Conflict between SOP and departmental policy?  | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| (5) Orders clear and concise?  | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (6) Is table of contents current/effective?  | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (7) Logical division of material?  | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (8) What system is used to assure each Area employee has read SOP? Discussions and reviews at briefings, de-briefings, and area training days. |   |
| (9) Effective numbering and index system?  | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (10) Position descriptions utilized in place of individual names?  | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (11) How are SOPs distributed? One at the sergeants' office and one at the captain's secretary's office.                                       |   |
| (a) Are they readily available?  | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (12) Who is responsible for review/revision? The administrative sergeant.  |   |
| (13) How often is SOP reviewed/updated? Each quarter   |   |
| (a) Is a suspense system in place?   | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |

<b>2. LOCAL DIRECTIVES</b>	EVALUATED X	ACTION REQUIRED	CORRECTED
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a. Other methods utilized by commander to provide written instructions to Area personnel? E-mails, briefing items, and memos.

<b>3. LIMITED DUTY ASSIGNMENTS</b>	EVALUATED X	ACTION REQUIRED	CORRECTED
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a. Are commander and staff aware of contents of HPM 10.7, Injury and Illness Case Management Manual, Chapter 8, relating to limited duty? ☒ Yes ☐ No

b. What types of duties are assigned to those on limited duty? Assisting the special duty officers as well the sergeants and lieutenants.

c. How many employees are currently on limited duty status? 0

<b>4. OTHER PROCEDURES</b>	EVALUATED X	ACTION REQUIRED	CORRECTED
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a. What methods does Area use to report highway defects? By sending memos to the agency with jurisdiction over the highway.

b. Are Area personnel aware of procedures in HPM 10.4, Citizens' Complaint Investigations Manual? ☒ Yes ☐ No

(1) What procedure is followed for receiving citizen's complaints? Anyone can receive a complaint. The complaint is logged and a sergeant is assigned to investigate it.

(2) Is there a system to identify complaint-generating behavior? ☒ Yes ☐ No

(3) Are complaints classified properly? ☒ Yes ☐ No

(4) What are the most common errors in complaint investigations? None.

c. What procedure is in place to handle traffic complaints? Traffic complaints are forwarded to the Stockton Traffic Operation Program (S.T.O.P) Unit or beat officers during shift briefing for response and resolution.

d. How are employee absences reported/verified? Employees telephone and report absences to their appropriate supervisor and physician documentation is required as necessary.

e. Is there a central listing of employees with approved secondary employment requests? ☒ Yes ☐ No

(1) Are supervisors aware of regulations in HPM 10.3, Personnel Transactions Manual, Chapter 14? ☒ Yes ☐ No

f. How are cameras assigned? Cameras are assigned to and stored in each sergeant's vehicle.

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(1) What type(s) of cameras are used? Canon digital.

(2) Are photos in file of good quality?

☒ Yes ☐ No

g. Who is responsible for ambulance/tow truck inspections? The tow/ school bus officer.

(1) Are inspections up-to-date?

☒ Yes ☐ No

(2) Is the responsible employee knowledgeable of applicable policies and regulations?

☒ Yes ☐ No

(3) Are random inspections conducted?

☒ Yes ☐ No

(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?

☒ Yes ☐ No

(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service? Through the use of memos and briefing items.

h. Is there security for Area personnel rosters?

☒ Yes ☐ No

(1) What is Area policy regarding the release of personal telephone numbers and addresses? The area will not release an officer's personal information to anyone outside of the agency.

(2) Who regularly receives Area rosters? Office employees.

i. Has the Area established proper employer/employee relations?

☒ Yes ☐ No

(1) Does commander show a personal interest in dealing with employee representatives?

☒ Yes ☐ No

(2) Is there a bulletin board for employee association items?

☒ Yes ☐ No

j. Are damaged uniform articles inspected and repaired/replaced?

☒ Yes ☐ No

(1) Who coordinates inspection and/or disposal of unserviceable items? Sergeants.

(2) If appropriate, are damages collected?

☒ Yes ☐ No

k. Are vacation slots consistent with Area operational needs?

☒ Yes ☐ No

l. Is the squad club in compliance with departmental policy and other mandated requirements concerning records and accountability?

☒ Yes ☐ No

m. Is there a system in place to ensure accountability for directives?

☒ Yes ☐ No

(1) How are employees returning from extended absences provided updated information from directives? Through the use of memos, briefing items, and e-mails.

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n. Who is responsible for the review of reports submitted by field officers? Sergeants.

(1) Are supervisors made aware of superior or deficient reports?

☒ Yes ☐ No

(a) How is this accomplished? Personal communication, memos, or e-mail.

o. Does Area have written guidelines for overtime usage and control?

☒ Yes ☐ No

(1) Are these controls effective?

☒ Yes ☐ No

(2) Do overtime provisions comply with collective bargaining unit agreements?

☒ Yes ☐ No

(3) Are CHP 415s, Daily Field Record, complete and accurate?

☒ Yes ☐ No

(4) Who may authorize overtime? Sergeants and above.

(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner?

☒ Yes ☐ No

(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record?

☒ Yes ☐ No

(7) Who maintains court and subpoena logs? The court officer and the subpoena clerk.

(8) Are local controls sufficient to properly manage overtime?

☒ Yes ☐ No

(a) Is CTO held within proper limits?

☒ Yes ☐ No

(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record?

☒ Yes ☐ No

(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature?

☒ Yes ☐ No

(d) Is the MAR signed by the commander?

☒ Yes ☐ No